

Utility Complaints for Cases Received in 2001

6/18/02

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
COM. ELECTRIC/GAS	WPS ENERGY SERVICES, INC.		0%		0%		0%		0%	0	0.0
Industry Totals	1	0	0%	0	0%	0	0%	0	0%	0	0.0
COMMUNICATIONS	CHINA TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	COBBOSSEECONTEE TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	COMMUNITY SERVICE TELEPHONE COMPANY		0%	1	33%	1	33%	1	33%	3	0.2
	HAMPDEN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)		0%		0%		0%	1	100%	1	0.2
	ISLAND TELEPHONE CO. (TDS)		0%		0%		0%		0%	0	0.0
	LINCOLNVILLE TELEPHONE COMPANY		0%	1	100%		0%		0%	1	0.4
	MAINE TELEPHONE COMPANY	1	17%	1	17%	4	67%		0%	6	0.5
	MID-MAINE COMMUNICATIONS	2	40%		0%	2	40%	1	20%	5	0.8
	NORTHLAND TELEPHONE COMPANY OF MAINE	4	36%	2	18%	3	27%	2	18%	11	0.5
	OXFORD TELEPHONE COMPANY	2	50%		0%	1	25%	1	25%	4	0.4
	OXFORD WEST TELEPHONE COMPANY	1	33%	1	33%	1	33%		0%	3	0.3
	PINE TREE TELEPHONE COMPANY		0%		0%	2	67%	1	33%	3	0.4
	SACO RIVER TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	SIDNEY TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	SOMERSET TELEPHONE COMPANY / TDS		0%		0%	1	100%		0%	1	0.1
	STANDISH TELEPHONE COMPANY	2	20%	2	20%	4	40%	2	20%	10	1.0
	TIDEWATER TELECOM	2	50%	1	25%		0%	1	25%	4	0.3
	UNION RIVER TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	UNITEL, INC.		0%		0%	1	100%		0%	1	0.2
	VERIZON NEW ENGLAND, INC. D/B/A VERIZON MAINE	73	20%	181	50%	91	25%	16	4%	361	0.6
	WARREN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	WEST PENOBSCOT TELEPHONE COMPANY (TDS)	1	50%		0%	1	50%		0%	2	0.6
Industry Totals	23	88	21%	190	46%	112	27%	26	6%	416	0.6
COMPETITIVE ELECTRIC PROVIDER	AES NEWENERGY, INC.		0%		0%		0%		0%	0	0.0
	AFFILIATED POWER PURCHASERS INTERNATIONAL, LLC		0%		0%		0%		0%	0	0.0

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COMPETITIVE ELECTRIC	AGF DIRECT ENERGY, LLC		0%		0%		0%		0%	0	0.0
	ALTERNATIVE POWER SOURCE, INC.		0%		0%		0%		0%	0	0.0
	COMPETITIVE ENERGY SERVICES, LLC (CES)		0%		0%		0%		0%	0	0.0
	CONSOLIDATED EDISON ENERGY, INC.		0%		0%		0%		0%	0	0.0
	CONSTELLATION POWER SOURCE MAINE, LLC		0%		0%		0%		0%	0	0.0
	DOMINION RETAIL, INC		0%		0%		0%		0%	0	0.0
	DUKE ENERGY TRADING AND MARKETING, LLC		0%		0%		0%		0%	0	0.0
	E-PRO		0%		0%		0%		0%	0	0.0
	EMERA ENERGY SERVICES INC		0%		0%		0%		0%	0	0.0
	ENERGY ATLANTIC, LLC		0%		0%		0%		0%	0	0.0
	ENERGY OPTIONS CONSULTING GROUP, LLC		0%		0%		0%		0%	0	0.0
	ENERGY SUPPLY, INC.		0%		0%		0%		0%	0	0.0
	ENRON ENERGY SERVICES, INC.		0%		0%		0%		0%	0	0.0
	ENRON POWER MARKETING, INC.		0%		0%		0%		0%	0	0.0
	FPL ENERGY POWER MARKETING, INC.		0%		0%		0%		0%	0	0.0
	FREEDOM ENERGY BUYERS GROUP		0%		0%		0%		0%	0	0.0
	H.Q. ENERGY SERVICES US		0%		0%		0%		0%	0	0.0
	L.K. GOLDFARB ASSOCIATES, INC.		0%		0%		0%		0%	0	0.0
	MAINE ELECTRIC CONSUMER COOPERATIVE		0%		0%		0%		0%	0	0.0
	MAINE GROCERS ASSOCIATION D/B/A MEGA ENERGY		0%		0%		0%		0%	0	0.0
	MAINE HEALTH & HIGHER ED FACILITIES AUTHORITY		0%		0%		0%		0%	0	0.0
	MAINE INNKEEPERS ASSOCIATION		0%		0%		0%		0%	0	0.0
	MAINE INTERFAITH POWER AND LIGHT, INC.		0%		0%		0%		0%	0	0.0
	MAINE MUNICIPAL BOND BANK D/B/A POWER OPTIONS		0%		0%		0%		0%	0	0.0
	MAINE RESTAURANT ASSOCIATION		0%		0%		0%		0%	0	0.0
	MAINE STATE CHAMBER OF COMMERCE		0%		0%		0%		0%	0	0.0
	MORGAN STANLEY CAPITAL GROUP INC.		0%		0%		0%		0%	0	0.0
	PA STRATEGIES LLC D/B/A PA ENERGY STRATEGIES LLC		0%		0%		0%		0%	0	0.0
	PG&E ENERGY TRADING		0%		0%		0%		0%	0	0.0
	PPL ENERGYPLUS CO., LLC		0%		0%		0%		0%	0	0.0
	PROCTER & GAMBLE DISTRIBUTING COMPANY		0%		0%		0%		0%	0	0.0
	SELECT ENERGY NEW YORK, INC		0%		0%		0%		0%	0	0.0
	SELECT ENERGY, INC.		0%		0%		0%		0%	0	0.0

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COMPETITIVE	SPRAGUE ENERGY CORP.		0%		0%		0%		0%	0	0.0
ELECTRIC	SYNERNET, INC		0%		0%		0%		0%	0	0.0
	TFW ENERGY CONSULTING SERVICES, LLC		0%		0%		0%		0%	0	0.0
	TRANSCANADA POWER MARKETING LTD.		0%		0%		0%		0%	0	0.0
	UNITIL RESOURCES, INC. D/B/A USOURCE		0%		0%		0%		0%	0	0.0
	USOURCE, L.L.C.		0%		0%		0%		0%	0	0.0
	WEIL AND HOWE		0%		0%		0%		0%	0	0.0
	WORCESTER TRADING, INC.		0%		0%		0%		0%	0	0.0
	WPS ENERGY SERVICES, INC.		0%		0%		0%		0%	0	0.0
Industry Totals	44	0	0%	0	0%	0	0%	0	0%	0	0.0
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	18	11%	113	68%	34	21%		0%	165	1.5
	CENTRAL MAINE POWER COMPANY	49	10%	357	74%	74	15%	1	0%	481	0.9
	EASTERN MAINE ELECTRIC CO-OP, INC		0%	6	86%	1	14%		0%	7	0.6
	FOX ISLAND ELECTRIC COOPERATIVE, INC		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY - ELECTRIC DEPT.		0%	1	100%		0%		0%	1	0.2
	ISLE-AU-HAUT ELECTRIC POWER COMPANY		0%		0%		0%		0%	0	0.0
	KENNEBUNK LIGHT & POWER COMPANY		0%		0%	1	100%		0%	1	0.2
	MADISON DEPARTMENT OF ELECTRIC WORKS		0%	6	86%	1	14%		0%	7	2.7
	MAINE PUBLIC SERVICE COMPANY	1	3%	25	86%	3	10%		0%	29	0.8
	MATINICUS PLANTATION ELECTRIC COMPANY		0%		0%		0%		0%	0	0.0
	MONHEGAN PLANTATION POWER DISTRICT		0%		0%		0%		0%	0	0.0
	SWANS ISLAND ELECTRIC COOPERATIVE		0%		0%		0%		0%	0	0.0
	VAN BUREN LIGHT & POWER DISTRICT		0%		0%		0%		0%	0	0.0
Industry Totals	13	68	10%	508	74%	114	16%	1	0%	691	1.0
GAS	BANGOR GAS COMPANY, LLC		0%		0%		0%		0%	0	0.0
	MAINE NATURAL GAS COMPANY		0%		0%		0%		0%	0	0.0
	NORTHERN UTILITIES, INC. - MAINE	22	20%	36	33%	51	47%		0%	109	4.1
Industry Totals	3	22	20%	36	33%	51	47%	0	0%	109	4.1
GAS SUPPLIERS	AGF GAS SALES AND SERVICING, INC.		0%		0%		0%		0%	0	0.0
	DORMER MOTORS		0%		0%		0%		0%	0	0.0

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GAS SUPPLIERS	DUKESOLUTIONS INC		0%		0%		0%		0%	0	0.0
	ENERGYEXPRESS, INC.		0%		0%		0%		0%	0	0.0
	H.Q. ENERGY SERVICES (U.S.), INC.		0%		0%		0%		0%	0	0.0
	HOUSTON ENERGY SERVICES COMPANY L. L.C.		0%		0%		0%		0%	0	0.0
	MAINE EDUCATION ASSOCIATION		0%		0%		0%		0%	0	0.0
	METROMEDIA ENERGY NORTHEAST, INC.		0%		0%		0%		0%	0	0.0
	POWERCOM ENERGY AND COMMUNICATIONS ACCESS, INC		0%		0%		0%		0%	0	0.0
	PROVIDENCE ENERGY SERVICES		0%		0%		0%		0%	0	0.0
	SMARTENERGY.COM		0%		0%		0%		0%	0	0.0
	STATOIL ENERGY, INC.		0%		0%		0%		0%	0	0.0
	TXU ENERGY TRADING CO D/B/A TXU ENERGY SERVICES		0%		0%		0%		0%	0	0.0
Industry Totals	13	0	0%	0	0%	0	0%	0	0%	0	0.0
OTHER	OTHER	2	33%		0%	1	17%	3	50%	6	0.0
Industry Totals	1	2	33%	0	0%	1	17%	3	50%	6	0.0
WATER	ADDISON POINT WATER DISTRICT		0%		0%	1	100%		0%	1	17.5
	ALFRED WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ALLEN WATER COMPANY		0%		0%		0%		0%	0	0.0
	ANDOVER WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ANSON WATER DISTRICT	1	50%		0%	1	50%		0%	2	3.1
	ASHLAND WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	AUBURN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	AUGUSTA WATER DISTRICT		0%	9	82%	2	18%		0%	11	5.8
	BAILEYVILLE UTILITY DISTRICT		0%		0%		0%		0%	0	0.0
	BANGOR WATER DISTRICT		0%	2	100%		0%		0%	2	0.2
	BAR HARBOR WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	BATH WATER DISTRICT	2	67%		0%	1	33%		0%	3	0.9
	BELFAST WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BERWICK WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	BETHEL WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BIDDEFORD & SACO WATER COMPANY		0%	1	50%	1	50%		0%	2	0.1
	BINGHAM WATER DISTRICT		0%		0%		0%		0%	0	0.0

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WATER	BOOTHBAY HARBOR WATER SYSTEM		0%		0%		0%		0%	0	0.0
	BOOTHBAY REGION WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BOWDOINHAM WATER DISTRICT		0%		0%	1	100%		0%	1	4.0
	BREWER WATER DISTRICT		0%	3	100%		0%		0%	3	0.9
	BRIDGTON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BROWNVILLE JUNCTION WATER SYSTEM		0%		0%	1	100%		0%	1	2.0
	BROWNVILLE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BRUNSWICK & TOPSHAM WATER DISTRICT	1	50%	1	50%		0%		0%	2	1.0
	BUCKFIELD VILLAGE CORPORATION		0%		0%		0%		0%	0	0.0
	CALAIS (CITY OF) WATER DEPARTMENT		0%		0%	1	100%		0%	1	0.8
	CANTON WATER DISTRICT		0%		0%	1	100%		0%	1	8.0
	CARIBOU UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	CASTINE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	CLINTON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER - HARTLAND DIVISION		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - BUCKSPORT		0%	1	100%		0%		0%	1	1.5
	CONSUMERS MAINE WATER COMPANY - CAMDEN/ROCKLAND		0%	1	100%		0%		0%	1	0.1
	CONSUMERS MAINE WATER COMPANY - DAMARISC/NEWCASTLE		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - FREEPORT		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - GREENVILLE		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - HARTLAND		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - KEZAR FALLS		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - MILLINOCKET		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - OAKLAND		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER COMPANY - SKOWHEGAN		0%		0%		0%		0%	0	0.0
	CORINNA WATER DISTRICT		0%		0%		0%		0%	0	0.0
	CORNISH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	DANFORTH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	DEER ISLE CONSUMER OWNED WATER UTILITY		0%		0%		0%		0%	0	0.0
	DEXTER UTILITY DISTRICT		0%		0%		0%		0%	0	0.0
	DIXFIELD WATER DEPARTMENT	1	100%		0%		0%		0%	1	1.8

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WATER	DOVER-FOXCROFT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	DRESDEN MILLS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	EAGLE LAKE WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	EAST BOOTHBAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	EAST MILLINOCKET WATER WORKS		0%		0%		0%		0%	0	0.0
	EAST PITTSTON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	EAST VASSALBORO WATER SYSTEM		0%		0%		0%		0%	0	0.0
	ELLSWORTH WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	EUSTIS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	EXETER WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FARMINGTON FALLS STANDARD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	FARMINGTON FALLS WATER COMPANY		0%		0%		0%		0%	0	0.0
	FARMINGTON VILLAGE CORPORATION		0%		0%		0%		0%	0	0.0
	FORT FAIRFIELD UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	FORT KENT WATER DEPARTMENT		0%	1	100%		0%		0%	1	3.1
	FRANKLIN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRIENDSHIP WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRYEBURG WATER COMPANY		0%		0%		0%		0%	0	0.0
	GARDINER WATER DISTRICT		0%	1	100%		0%		0%	1	0.3
	GRAND ISLE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	GRAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	GREAT SALT BAY SANITARY DISTRICT		0%		0%		0%		0%	0	0.0
	GUILFORD/SANGERVILLE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HALLOWELL WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HAMPDEN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HARRISON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HEBRON WATER COMPANY		0%		0%		0%		0%	0	0.0
	HIGHLAND WATER COMPANY		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY		0%		0%	1	100%		0%	1	0.5
	HOWLAND WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	ISLAND FALLS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	JACKMAN UTILITY DISTRICT - WATER DIVISION		0%		0%		0%		0%	0	0.0
	JAY VILLAGE WATER DISTRICT		0%		0%	1	100%		0%	1	2.8

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WATER	KENNEBEC WATER DISTRICT		0%	8	89%	1	11%		0%	9	1.0
	KENNEBUNK/KENNEBUNKPORT/WELLS WATER	1	100%		0%		0%		0%	1	0.1
	KINGFIELD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	KITTERY WATER DISTRICT		0%		0%	1	100%		0%	1	0.2
	LEWISTON WATER DEPARTMENT		0%	1	50%	1	50%		0%	2	0.2
	LIMERICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LIMESTONE WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	LINCOLN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LISBON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	LIVERMORE FALLS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LONG POND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LUBEC WATER & ELECTRIC DISTRICT (WATER)		0%		0%		0%		0%	0	0.0
	MACHIAS WATER COMPANY		0%		0%		0%		0%	0	0.0
	MADAWASKA WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MADISON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MARS HILL/BLAINE WATER COMPANY		0%		0%		0%		0%	0	0.0
	MECHANIC FALLS WATER DEPARTMENT	1	100%		0%		0%		0%	1	1.5
	MEXICO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MILBRIDGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MILO WATER DISTRICT		0%	1	100%		0%		0%	1	1.4
	MONHEGAN WATER COMPANY		0%		0%		0%		0%	0	0.0
	MONSON UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	MORRILL VILLAGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MOSCOW WATER DISTRICT		0%	1	100%		0%		0%	1	6.9
	MOUNT DESERT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MT. BLUE STANDARD WATER DISTRICT	2	100%		0%		0%		0%	2	7.1
	NEW HARBOR-CHAMBERLAIN WATER ASSOCIATION		0%		0%		0%		0%	0	0.0
	NEW PORTLAND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEW SHARON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEWPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORRIDGEWOCK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH BERWICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH HAVEN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0

Utility Complaints for Cases Received in 2001

6/18/02

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
WATER	NORTH JAY WATER DISTRICT		0%		0%	1	100%		0%	1	3.9
	NORTHPORT VILLAGE CORPORATION (WATER DEPARTMENT)		0%		0%		0%		0%	0	0.0
	NORWAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OLD TOWN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OQUOSSOC STANDARD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ORONO-VEAZIE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OXFORD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PARIS UTILITY DISTRICT		0%		0%		0%		0%	0	0.0
	PASSAMAQUODDY WATER DISTRICT		0%	3	75%	1	25%		0%	4	5.5
	PATTEN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	PITTSFIELD WATER WORKS		0%		0%		0%		0%	0	0.0
	PLYMOUTH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PORT CLYDE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PORTLAND WATER DISTRICT		0%	3	60%	1	20%	1	20%	5	0.1
	PRESQUE ISLE WATER DISTRICT		0%		0%		0%	1	100%	1	0.4
	QUANTABACOOK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	RANGELEY WATER COMPANY		0%		0%		0%		0%	0	0.0
	RICHMOND UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	RUMFORD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SABATTUS SANITARY DISTRICT (WATER DEPT.)		0%		0%		0%		0%	0	0.0
	SANDY POINT WATER COMPANY		0%		0%		0%		0%	0	0.0
	SANFORD WATER DISTRICT		0%	1	100%		0%		0%	1	0.2
	SEARSMONT VILLAGE WATER ASSN		0%		0%		0%		0%	0	0.0
	SEARSPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SMALL POINT WATER COMPANY		0%		0%		0%		0%	0	0.0
	SOLON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTH BERWICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTH FREEPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTHPORT WATER SYSTEM		0%		0%		0%		0%	0	0.0
	SOUTHWEST HARBOR WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	ST. FRANCIS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	STARKS WATER DISTRICT		0%		0%		0%		0%	0	0.0

Utility Complaints for Cases Received in 2001

6/18/02

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
WATER	STONINGTON WATER COMPANY		0%		0%		0%		0%	0	0.0
	STRONG WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SULLIVAN HARBOR WATER COMPANY		0%		0%		0%		0%	0	0.0
	VAN BUREN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	VINALHAVEN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WALDOBORO WATER COMPANY		0%		0%		0%		0%	0	0.0
	WASHBURN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	WATERBORO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WEST PARIS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WILTON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	WINTER HARBOR WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WINTERPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WINTHROP UTILITIES DISTRICT	1	100%		0%		0%		0%	1	1.8
	WISCASSET WATER DISTRICT		0%		0%		0%		0%	0	0.0
	YARMOUTH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	YORK WATER DISTRICT		0%	1	100%		0%		0%	1	0.2
Industry Totals	162	10	14%	39	57%	18	26%	2	3%	69	0.3
WATER COMMON CARRIER	BAY EXPRESS WATER TAXI		0%		0%		0%		0%	0	0.0
	CASCO BAY CHARTER, INC.		0%		0%		0%		0%	0	0.0
	CASCO BAY ISLAND TRANSIT DISTRICT		0%		0%		0%		0%	0	0.0
	CHEBEAGUE TRANSPORTATION SERVICE		0%		0%		0%		0%	0	0.0
	EAGLE TOURS, INC		0%		0%		0%		0%	0	0.0
	INTERCOASTAL MARINE TRANSPORT		0%		0%		0%		0%	0	0.0
	LIONEL PLANTE ASSOCIATES		0%		0%		0%		0%	0	0.0
	MARINE TAXI SERVICE		0%		0%		0%		0%	0	0.0
	OLDE PORT MARINER FLEET, INC.		0%		0%		0%		0%	0	0.0
Industry Totals	9	0	0%	0	0%	0	0%	0	0%	0	0.0
Utility Totals	269	190	15%	773	60%	296	23%	32	2%	1,291	0.8